

Anyone who has an issue or complaint involving civilian OR sworn personnel of the Los Angeles County Sheriff's Department or the Office of Public Safety can use the Ombudsman's services.

The Office of Ombudsman's services are free.

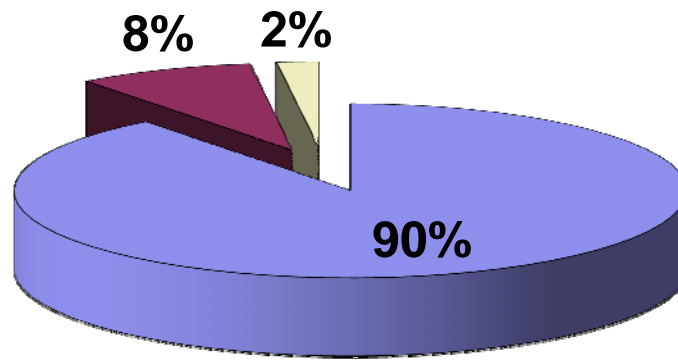
FILING A COMPLAINT WITH THE SHERIFF'S DEPARTMENT

- You may file a complaint in person at any Sheriff's facility, by mail, through e-mail at www.lasd.org, or by calling 1-800-698-8255. When filing the complaint at a Sheriff's facility, you may ask for the Watch Commander or person in charge.

FILING A COMPLAINT WITH THE OFFICE OF PUBLIC SAFETY

- You may file a complaint with the Office of Public Safety by calling 1-800-834-0064, and asking for the Watch Commander.

STATISTICAL OVERVIEW (FY 2008-2009)



Public Inquiries and General Assistance	1,942	90%
Complaint Reviews	164	8%
Medical and Complaint Referrals	53	2%
Total	2,159	100%

■ Public Inquiries and General Assistance ■ Complaint Reviews ■ Medical and Complaint Referrals

The Office of Ombudsman does not give legal advice. The Office of Ombudsman maintains strict confidentiality with matters brought to our attention unless given permission to release information.

This notice and related materials is available in an alternate format.



FACT SHEET

County of Los Angeles Department of Community and Senior Services Office of Ombudsman

510 South Vermont Avenue, Suite 215, Los Angeles, CA 90020-1912 (213) 738-2003
E-mail: Ombudla@css.lacounty.gov Phone: (800) 801-0030 Website: <http://ombudsman.lacounty.info/>

Ombudsman: *"A public official appointed to investigate citizen's complaints against government agencies or officials that may be infringing on the rights of individuals."*

(WEBSTER'S NEW WORLD DICTIONARY)

Mission

The Office of Ombudsman is a County program that provides a professional, neutral, and impartial forum for people to seek answers and solutions to problems. Integrity and objectivity are our guiding principles.

The Ombudsman staff reviews and assesses investigations for fairness and thoroughness, and seeks to get proper resolution to issues involving the Sheriff's Department, Office of Public Safety, and other agencies, as directed by the Board of Supervisors.

The Office of Ombudsman was created by the Board of Supervisors in 1994 to add civilian input to the Sheriff Department's citizen complaint process. This agency was the first Ombudsman program in Los Angeles County.

Today the Ombudsman staff helps the public with a wide variety of issues beyond those which were envisioned in the *Los Angeles County Ordinance 2.37*.

